



Georgia Department of Motor Vehicle Safety

Roy E. Barnes
Governor

Tim Burgess
Commissioner

July 11, 2002

For more information: Susan Sports
Public Information Officer
(678) 413-8657

DEPARTMENT OF MOTOR VEHICLE SAFETY ANNOUNCES NEW GWINNETT FACILITY LOCATION

The Department of Motor Vehicle Safety (DMVS) announced today that a lease has been signed for a new driver's license customer service center in Gwinnett County. The location is at 2211 Beaver Ruin Road, Norcross, Georgia 30071. Renovation of the approximately 14,000 square foot facility is underway and is expected to be completed by mid-September. Upon its completion, this will be the largest DMVS driver's license customer service center in the State.

New state-of-the-art custom design plans for the facility include:

- ❖ 20 customer service counters
- ❖ seating for 200 customers
- ❖ computer controlled customer service management
- ❖ 20 computerized driver's testing stations
- ❖ 2 Polaroid photo stations

The design of this new facility will accommodate a projected daily average of 500 customers. A major key to the improved customer service that will be offered at these new facilities is the 20 service windows – with a commitment from the DMVS to keep them staffed. To save an applicant's time and eliminate unnecessary frustration, an examiner stationed near the front doors will greet people one by one to verify that they have the necessary documents, forms and money they will need to process their requests.

A numeric queuing system eliminates the need for the customers to physically stand in line, and there will be plenty of customer seating. An added advantage of the system is that it keeps count of the number of customers served and the time it takes to serve them, information that proves helpful in evaluating and improving customer service in the future. There is also plenty of free parking.

“I am delighted to announce the location of this much needed drivers license facility in Gwinnett County. This is an attractive site and will enable us to provide an important increase in service to metro-Atlanta residents, bringing quick, convenient service close to where they live and work,” said DMVS Commissioner Tim Burgess.

This Gwinnett facility will be the third of four new driver’s license customer service centers to open in metro Atlanta this year. These facilities are a significant component of the DMVS plan to battle the long lines customers have been experiencing. A facility in DeKalb opened in May and a new location in Cobb County was officially opened by Governor Roy Barnes on July 9th. Both of these new facilities have experienced great success in serving a record number of customers in a minimal amount of time.

Under Governor Barnes’ direction, on July 5th the DeKalb facility began offering a money back guarantee if regular license renewals were not delivered in 45 minutes or less. The time is calculated from the time a customer receives a number until they face an examiner at the counter. To date, the DeKalb facility has not given any free licenses away. The Governor’s 45 minute guarantee will begin at the Cobb facility on August 23 and will begin at this new Gwinnett facility 45 days after it opens.

For more information about locations or other DMVS programs, visit the agency’s website: www.dmv.ga.gov.